

GLOSSARY

1. Bona Fide Attempt. The time will begin when the Contractor is notified of a problem. This time shall be recorded. The Contractor shall resolve the problem.
2. Downtime. Downtime is the nonproductive time that results from a malfunction in hardware or software that is the responsibility of the contractor to maintain. In this case, a malfunction is defined as the condition that exists whenever the equipment or software does not perform in accordance with the OEM's (Original Equipment Manufacturer) specifications or it does not perform in compliance with the requirements of this contract. Excluded from downtime calculations are any system failures caused by malfunctions in DFAS equipment or software not covered by this contract, network equipment or software, or malfunctions in feeder systems that provide data to EDM.

SEE SECTION F FOR CALCULATION OF DOWNTIME CREDIT

3. Nonproductive time. Nonproductive time is defined as any time during official operating hours that one or more of the three EDM subsystems including Scanning, Tier 2 Indexing, or Workflow is not working, so that one or more employees are not able to process their work.
4. Official Operating Hours. The official operating hours for Government personnel is Monday through Friday between the hours of 6:00 AM through 6:00 PM local time, excluding official Government holidays. The Government will provide 10 days written notice to the contractor if a permanent change in the official operating hours is required.

On occasion, the official operating hours are extended on an average of 16 hours a month. When there is an extension of hours, the Contractor will be given 48 hours advance notice.

5. On-Site Maintenance - The method of providing Information Technology (IT) Production Support by which the Contractor stations personnel permanently at the Government's performance location(s) during the Official Operating Hours. On-site Maintenance includes a maximum response time, which is identified in the clause in Section F, entitled "On-Site Maintenance Response Time(s)."
6. Preventive Maintenance (PM). PM is scheduled to be consistent based on the specific needs of the equipment being maintained as specified by the OEM.
7. Repair. A malfunction is repaired when it is returned to the Government in proper operating condition consistent with the OEM's specification.
8. Repair Parts. Only new parts or parts equal in performance as warranted by the manufacturer as equal to new shall be used in effecting repairs. Newly installed parts shall become Government property. Old parts that have been replaced shall become the property of the Contractor. Manufacturer warranty shall pass to the Government at the time of installation.

9. System. A system is defined as the equipment at a production site. Each Vendor Payment location and each Contract Payment directorate is considered a system.
10. System Availability. System availability for each system shall be calculated by subtracting the monthly sum of system downtime from the monthly sum of official operating hours and dividing the result by the monthly sum of official operating hours. All time will be rounded to the nearest 15 minutes. (If preventive maintenance is mutually agreed upon to take place during official operating hours, this time will be subtracted from the monthly sum of official operating hours before availability is calculated.)

$$\frac{\text{Official Operating Hours - Downtime}}{\text{Availability}} \times 100 = \text{Percentage of Official Operating Hours}$$

Using official operating hours as a basis, each system shall maintain an availability of not less than per calendar month. If the availability is not 95% maintained, a credit will be taken in accordance with Section F, F.8.